



## **RESOLUTION**

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**AUTHORIZING THE ADOPTION OF THE AGENCY-SPECIFIC RECORDS  
RETENTION SCHEDULE FOR THE DEPARTMENT OF CUSTOMER SERVICES OF  
THE CITY AND COUNTY OF HONOLULU**

WHEREAS, Section 46-43(c), Hawaii Revised Statutes, authorizes the Council of the City and County of Honolulu to permit the disposal of vouchers, documents, and other records after they have been retained for a minimum period of time to be established through resolution by the Council; and

WHEREAS, the disposal of obsolete records is an essential part of the efficient management of records; and

WHEREAS, the Department of Customer Services wishes to dispose of its obsolete records in accordance with the proposed Department of Customer Services Agency-Specific Records Retention Schedule attached hereto as Exhibit A; now therefore,

BE IT RESOLVED that the Department of Customer Services Agency-Specific Records Retention Schedule is hereby adopted; and

BE IT FURTHER RESOLVED that the Department of Customer Services Agency-Specific Records Retention Schedule becomes effective upon adoption; and

BE IT FURTHER RESOLVED by the Council of the City and County of Honolulu that the Department of Customer Services be authorized to destroy the records identified on the attached Department of Customer Services Agency-Specific Records Retention Schedule at the end of the stated retention periods; and

BE IT FURTHER RESOLVED that this resolution supersedes all other resolutions pertaining to the records identified on the Department of Customer Services Agency-Specific Records Retention Schedule attached hereto as Exhibit A; and

BE IT FURTHER RESOLVED that if a record retention period in the 2016 General Retention Schedule ("GRS") conflicts with the period stated in Department of Customer Services Agency-Specific Records Retention Schedule, the retention period in the GRS shall control unless otherwise provided by law; and

**D-341(19)**



**CITY COUNCIL**  
CITY AND COUNTY OF HONOLULU  
HONOLULU, HAWAII

No. **19-128**

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## RESOLUTION

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BE IT FINALLY RESOLVED that copies of this Resolution be transmitted to the Mayor, the Managing Director, and the Director of the Department of Customer Services.

INTRODUCED BY:

(br)

DATE OF INTRODUCTION:

**MAY 29 2019**

Honolulu, Hawaii

Councilmembers

Exhibit A

# DEPARTMENT OF CUSTOMER SERVICES

2019 Agency-Specific Records Retention Schedule



**Department of Customer Services  
Agency-Specific Records Retention Schedule**

Rev. 2019

<b>Division</b>	<b>Branch</b>	<b>Item Number</b>	<b>Record Series Title</b>	<b>Retention Period</b>
MVLP	Driver License	CSD-MV-1	Abandoned vehicle reports and investigations	3 Years
MVLP	Driver License	CSD-MV-2	Authorization files	Permanent
MVLP	Driver License	CSD-MV-3	Bike file	6 Years
MVLP	Driver License	CSD-MV-4	Business license master file	Permanent
MVLP	Driver License	CSD-MV-5	Doc files	Permanent
MVLP	Driver License	CSD-MV-6	Dog file	6 Years
MVLP	Driver License	CSD-MV-7	Driver license information	1 Year after date of issue
MVLP	Driver License	CSD-MV-8	Driver license instruction permit files	4 Months after date of issue
MVLP	Driver License	CSD-MV-9	Driver licensing file	Destroy after expiration
MVLP	Driver License	CSD-MV-10	Medical advisory reports	Until superseded
MVLP	Driver License	CSD-MV-11	Motor vehicle control ledger	Permanent
MVLP	Driver License	CSD-MV-12	Non-payment of judgments: Financial responsibility forms and supporting documents	1 Year after case closed
MVLP	Driver License	CSD-MV-13	Reconstructed vehicle inspection permit driver identification	Destroy when no longer active



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**Agency-Specific Records Retention Schedule**

Rev. 2019

<b>Division</b>	<b>Branch</b>	<b>Item Number</b>	<b>Record Series Title</b>	<b>Retention Period</b>
MVLP	Driver License	CSD-MV-14	Reconstruction permits	Destroy when no longer active
MVLP	Driver License	CSD-MV-15	Safety inspection certificates	1 Year after date of issue
MVLP	Driver License	CSD-MV-16	SR 21 file: Verification of insurance and supporting documents	1 Year after case closed
MVLP	Driver License	CSD-MV-17	SR 22 file: Financial responsibility insurance forms and supporting documents	6 Years
MVLP	Driver License	CSD-MV-18	Taxi driver certificates	1 Year after expiration
MVLP	Driver License	CSD-MV-19	Taxi driver's file	1 Year after expiration
MVLP	Financial Responsibility	CSD-MV-20	Annual revenue control ledger	Permanent
MVLP	Motor Vehicle Registration	CSD-MV-21	Motor vehicle certificates of ownership	Permanent
MVLP	Motor Vehicle Registration	CSD-MV-22	Motor vehicle certificates of registration	Permanent
MVLP	Motor Vehicle Registration	CSD-MV-23	Motor vehicle notices of transfer	Permanent



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Agency-Specific Records Retention Schedule**

Rev. 2019

<b>Division</b>	<b>Branch</b>	<b>Item Number</b>	<b>Record Series Title</b>	<b>Retention Period</b>
Public Communications	Design and Print Center	CSD-PC-1	Design and Print Center work orders	7 Years
Public Communications	Design and Print Center	CSD-PC-2	Graphic files	Destroy when no longer needed
Public Communications	Information and Complaints	CSD-PC-3	Complaints	3 Years
Public Communications	Information and Complaints	CSD-PC-4	Press releases	Permanent
Public Communications	Municipal Reference Center	CSD-PC-5	Municipal reference center circulation records	2 Years
Public Communications	Municipal Reference Center	CSD-PC-6	Records management record metadata (including transmittal information)	Life of associated record plus 10 years



**Department of Customer Services  
Agency-Specific Records Retention Schedule**

Rev. 2019

Division	Branch	Item Number	Record Series Title	Retention Period
Satellite City Hall	[N/A]	CSD-SC-1	Cash receipts	2 Years after close of fiscal year
Satellite City Hall	[N/A]	CSD-SC-2	Cashier collection reports (consolidated transaction reports for: motor vehicle registration renewals, transfers, duplicates, out-of-state permits, special plates, dog license, pet spay/neuter certificates, bicycle/moped transactions, photocopying, loading zone/bus stop permits, voluntary donation, cash transmittal payments) (Note: Original deposit receipts and payments forwarded to BFS/Treasury.)	2 Years after close of fiscal year
Satellite City Hall	[N/A]	CSD-SC-3	Journal tapes (computations supporting charged fees)	2 Years after close of fiscal year
Satellite City Hall	[N/A]	CSD-SC-4	Transaction reports (transactions for dog license, bike license, bad checks, short charge payments, specialty plates)	2 Years after close of fiscal year



CITY COUNCIL  
CITY AND COUNTY OF HONOLULU  
HONOLULU, HAWAII  
C E R T I F I C A T E

RESOLUTION 19-128

Introduced: 05/29/19 By: IKAICA ANDERSON – BY REQUEST Committee:

PARKS, COMMUNITY  
SERVICES AND  
INTERGOVERNMENTAL  
AFFAIRS

Title: RESOLUTION AUTHORIZING THE ADOPTION OF THE AGENCY-SPECIFIC RECORDS RETENTION SCHEDULE FOR  
THE DEPARTMENT OF CUSTOMER SERVICES OF THE CITY AND COUNTY OF HONOLULU.

Voting Legend: \* = Aye w/Reservations

06/18/19	PARKS, COMMUNITY SERVICES AND INTERGOVERNMENTAL AFFAIRS	CR-187 – RESOLUTION REPORTED OUT OF COMMITTEE FOR ADOPTION. 3 AYES: ELEFANTE, KOBAYASHI, TSUNEYOSHI. 1 EXCUSED: PINE.
07/03/19	COUNCIL	CR-187 AND RESOLUTION 19-128 WERE ADOPTED. 9 AYES: ANDERSON, ELEFANTE, FUKUNAGA, KOBAYASHI, MANAHAN, MENOR, PINE, TSUNEYOSHI, WATERS.

I hereby certify that the above is a true record of action by the Council of the City and County of Honolulu on this RESOLUTION.

  
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GLEN I. TAKAHASHI, CITY CLERK

  
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IKAICA ANDERSON, CHAIR AND PRESIDING OFFICER